

[REDACTED]

From: [REDACTED]
Sent: 24 February 2020 12:43
To: SARguidance
Subject: Draft SAR Guidance
Sensitivity: Confidential

External: This email originated outside the ICO.
Good afternoon,

I am aware that your official deadline has closed, but a particular query seems to regularly raise its head within my region and I thought it might be a good idea to flag it; although I'm sure it may well have been raised by other organisations.

It would be really helpful for organisations to understand what the ICO means by "reasonable" in the context of undertaking "reasonable searches" to identify and locate personal data; when a requestor has refused to provide further details. For example, as part of their SAR, a recent requestor asked for "*all emails held by the organisation which mention my name or my initials.*"

It is appreciated that SARs by their nature are individual, but a steer from the ICO as to what lengths an organisation is expected to go in such a situation would be invaluable.

Regards,

[REDACTED]
Corporate Information Governance Team
Solihull Council
Tel: [REDACTED]

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